

IN THE CLAIMS:

1. (Currently Amended) An automated management service system comprising:

securing means for securing an item necessary for performing a service and collecting information pertaining to the service;

a service station for providing the service;

a management station isolated from said service station for managing information; and

communication means for communicating information between said securing means, management station, and service station, ~~said service~~ communication means including processing means for processing and selectively communicating service information to said service station and personal information to said management station ~~the information.~~

2. (Original) The system according to claim 1, wherein said securing means is a drop-off box.

3. (Original) The system according to claim 1, wherein said securing mean includes technology selected from the group consisting essentially of scan technology and swipe technology for gaining entry into said securing means.

4. (Original) The system according to claim 3, wherein said securing means further includes token dispensing and token accepting means for dispensing and accepting tokens, said tokens limiting access to said securing means.

5. (Original) The system according to claim 1, wherein said communication means is selected from the group consisting essentially of fax lines, phone lines, modem, TI line, Internet, DSL, cable modem, dial-up Internet, wide area network,

Intranet, local area network, ISDN, wireless connections, satellite communications, direct cable connection, radio communication, and audio communication.

6. (Original) The system according to claim 1, wherein said processing means is a gate-keeping device for selectively communicating information, whereby said gate-keeping device only communicates service information to said service station.

7. (Original) The system according to claim 1, wherein said service station is a mobile vehicle service station.

8. (Original) The system according to claim 1, further including billing means for billing for the service, said billing means in communication with said communication means.

9. (Original) The system according to claim 8, wherein said processing means is a gate-keeping device for selectively communicating the information, whereby said gate-keeping device only communicates billing information to said billing means.

10. (Original) The system according to claim 3, wherein said swipe technology includes a swipe card and card reader.

11. (Original) The system according to claim 10, wherein said swipe card is selected from the group consisting essentially of an identification card, prepaid card, credit card, and benefit card.

12. (Original) The system according to claim 1, further including color-coded parts for indicating service has occurred.

13. (Original) The system according to claim 1, further including a tracking system.

14. (Currently Amended) A method for managing a service facility by:

securing an item necessary for a service, the securing of the item initiating communication; ~~communicating to the~~ a service facility that the item is secured and communicating only information necessary for performing the service while also communicating personal information to a management station.

15. (Original) The method according to claim 12, wherein said method includes communicating to a billing service only information necessary for billing the service.

16. (Original) The method according to claim 12, wherein said communicating step includes processing the information received.

17. (Original) A service station for use with the system according to claim 1, said service station comprising a station with removable sides, placement cones for placement at the location of the vehicle, and a variety of service parts.